

GENERAL ORDER NO. 133-B

**PUBLIC UTILITIES COMMISSION OF THE
STATE OF CALIFORNIA**

RULES GOVERNING TELEPHONE SERVICE

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1. General

1.1 Intent.

- a. Purpose. The purpose of these rules is to establish uniform standards of service to be observed in the operation of telephone utilities.
- b. Limits of Order. These rules do not cover the subjects covered in the filed tariff rules of telephone utilities.
- c. Absence of Civil Liability. The establishment of these rules shall not impose upon utilities, and they shall not be subject to any civil liability for damages, which liability would not exist at law if these rules had not been adopted.
- d. Revision of Scope. These rules may be revised in scope on the basis of experience gained in their application and as changes in the art of telephony may require.

1.2 Applicability. These rules are applicable to all telephone utilities providing service within the State of California.

1.3 Definitions.

- a. Billing Center—Location where customer inquiries regarding billing items are handled.
- b. Business Office—A Centralized Service Group which receives Small Business and/or Residence Customer requests for new installation or change in existing service. This does not include billing center inquiries.
- c. Central Office Entity—A Group of lines using common-originating equipment or under stored program control.
- d. Central Office Wire Center—A facility composed of one or more central office switches which are located on the same premises and which may or may not utilize common equipment. In the case of a digital switch, all remote processors that are hosted by a central processor are to be included in the central office wire center.
- e. Centrex—A service for customers with many stations that permits station-to-station dialing, generally one listed directory number for the customer, direct-inward dialing, and station identification on outgoing calls. The switching functions are performed in the central office entity.
- f. Commission—In the interpretation of these rules, the word "Commission" shall be construed to mean the Public Utilities Commission of the State of California.
- g. Commitment—The date agreed to by a customer and a utility for the completion of requested work.
- h. Customer-Provided Equipment—Terminal equipment provided by the customer.
- i. Customer Trouble Report—Initial line reports from customers or users of telephone service relating to a malfunction or dissatisfaction with telephone company-provided lines.

- j. Demarcation—Point at which telephone company-maintained equipment and wiring terminates at the customer's premises.
- k. Electromechanical—A class of switching systems which is primarily based on electrically activated movement of mechanical switches.
- l. Electronic (Analog or Digital)—A class of switching systems in which the control functions are performed principally by electronics. There are two types in use: time division and space division.
- m. Employee Report—A trouble report from a telephone company employee who detects a trouble condition while performing duties independent of any conversation with a customer regarding the trouble.
- n. Installation—The provision of telephone service at the customer's request.
- o. Installation Center—The location responsible for the installation of the customers' loop facilities and the administration of installation field work by scheduling, dispatching, and tracking the progress of field forces.
- p. Line—An access line (hardwire and/or channel) which provides dial tone and which runs from the local central office (Class 4/5, Class 5, or a remote) to the subscriber's premises.
- q. Maintenance Center—A location responsible for the testing, dispatching, and tracking of trouble indications generated by customer reports, abnormal conditions, and routine analysis and the administration, scheduling, dispatching, and tracking of maintenance field work.
- r. No Access—A condition where an employee cannot gain access to the telephone company demarcation point at the customer's premises.
- s. Order Taken Date—The date on which customer requests service, assuming prior compliance with utility's rates, rules and regulations.
- t. Primary Service Order—Service orders for all business and residence main lines which are identified by a local exchange telephone number.
- u. Regrade Service Order—Changes between individual and party-line service as identified under Primary Service Order.
- v. Reporting Service Level—A specified service level of performance for each reporting unit. If performance is not meeting this level, the utility will submit periodic reports to the Commission.
- w. Service Observing, Manual—A direct measurement of ser-

vice provided to the customer, obtained by an evaluator sampling an actual call. The observers do not listen to conversations.

- x. Service Observing, Mechanized—A direct measurement of service provided to the customer obtained by a mechanized system without requirement for observation personnel.
 - y. Small Business—Those business accounts which are not designated by the Utility for special handling.
 - z. Special Services—Telephone or line circuits such as foreign exchange, local intraexchange private line, interexchange private line, exchange data, radio-telephone, other common carrier, INWATS, OUTWATS, off-premises extension lines, and answering service lines.
 - aa. Subsequent Report—A customer contact relating to a previously reported trouble which occurs prior to the time the initial or first customer trouble report has been cleared and the customer notified. Customer contacts changing or canceling appointments and/or providing additional information to a previous report are not subsequent reports.
 - bb. Telephone Plant—Equipment and wiring, excluding that located on a customer's property, required to connect a telephone service to the exchange network.
 - cc. Telephone Utility—A public utility telephone corporation providing public telephone service as further defined by Public Utilities Code Sections 216 and 234.
 - dd. Traffic Office—A group of operators which receives incoming calls from direct trunk groups or by means of an automatic distributing system.
 - ee. Traffic Sector—A group of traffic offices linked together by automatic call distribution equipment to form a service network.
 - ff. Trouble Report—Any oral or written notice by a customer or their representative to the telephone utility which indicates dissatisfaction with their telephone service, telephone qualified equipment, and/or telephone employees.
- 1.4 Information available to the Public. The utility shall maintain, open for public inspection at its main office in California, copies of all reports submitted to this Commission in compliance with these rules. Reports shall be held available for one year. A copy of these reports will also be maintained and be available for public inspection at the Commission's San Francisco and Los Angeles offices. Copies shall also be made available to interested parties for a nominal fee to cover the cost of processing and reproduction. The availability shall be limited to reports provided by the local serving company.
- 1.5 Location of Records. All reports required by these rules shall be kept available to representatives, agents, or employees of the Commission upon reasonable notice.

- 1.6 Reports to the Commission. The utility shall furnish to the Commission, at such times and in such form as the Commission may require, the results or summaries of any measurements required by these rules. The utility shall furnish the Commission with any information concerning the utility's facilities or operations which the Commission may request and need for determining quality of service.
- 1.7 Deviations from Any of These Rules. In those cases where the application of any of the rules incorporated herein results in undue hardship or expense to the utility, it may request specific relief by filing a formal application in accordance with the Commission's Rules of Procedures, except that where the relief to be requested is of minor importance or temporary in nature, the Commission may accept an application and showing of necessity by letter.
- 1.8 Revision of Rules. Telephone utilities subject to these rules may individually or collectively file application with this Commission for the purpose of amending these rules. The application shall clearly set forth the changes proposed and the reasons for them. Other interested parties shall have the same rights to propose modifications by appropriate procedure.

2. STANDARDS OF SERVICE

- 2.1 General. These rules establish uniform reporting levels of service for the installation, maintenance, and quality of telephone service. The service measures established are as follows:

<i>Service Measure</i>	<i>Type of Service</i>
Held Primary Service Orders	Installation
Installation-Line Energizing Commitments	Installation
Customer Trouble Reports	Maintenance
Dial Tone Speed	Dial Service
Dial Service (Service Observing)	Dial Service
Toll Operator Answering Time	Operator Services
Directory Assistance Operator Answering Time	Operator Services
Trouble Report Service Answering Time	Repair Services
Business Office Answering Time	Business Office

- 2.2 Description of Reporting Levels. These levels have been established so as to indicate units which are not meeting the standard thereby providing an indication of inadequate service. Reporting service levels are established for each of the service measures except held orders. Reporting Service Levels are applicable to each individual reporting unit.

3. TELEPHONE SERVICE MEASURES

- 3.1 Held Primary Service Orders.
 - a. Description. Requests for primary (main) telephone service delayed over 30 days because of lack of telephone utility plant. An order will count as held when service is not provided within 30 days after commitment date. The date the order is taken from the customer shall be used in lieu of commitment dates where the utility cannot establish com-

mitment dates. Orders requiring the customer to meet specific prerequisites (e.g., line extension charges), will be measured from the time prerequisites have been met.

- b. Measurement. Count once a month the total primary service orders held over 30 days for each reporting unit. Separate the results between four categories as follows: 31-60 days, 61-90 days, 91-180 days, and over 180 days.
- c. Reporting Service Level. Not Applicable.
- d. Reporting Unit. Exchange or plant installation center, whichever is lesser.
- e. Reporting Frequency. Compiled monthly, reported quarterly for all reporting units.

3.2 Installation-Line Energizing Commitments.

- a. Description. Requests for establishment or changes in non-key telephone individual and party-line service that normally involve plant activity. Requests for disconnects or requests for the installation, change, or transfer of PBX, PABX, EPABX, or other multiline lines and special services are not included in the measuring base. Commitments will not be considered missed when resulting from customer action.
- b. Measurement. Count once a month the total commitments and the commitments missed. Commitments met, expressed as a percent, will equal total commitments minus missed commitments divided by total commitments.
- c. Reporting Service Level. 95% commitments met.
- d. Reporting Unit. Central office wire center which handles at least 250 inward movements per month. In the event that the wire center does not meet the criteria, it should be combined with all other wire centers not meeting the criteria within the same plant installation center area and reported as a unit under the plant installation center.
- e. Reporting Frequency. Compiled monthly, reported quarterly for those reporting units not meeting the reporting service level for any month.

3.3 Customer Trouble Reports.

- a. Description. Initial reports from customers and users of telephone service relating to dissatisfaction with telephone company-provided equipment and/or service. Reports not relating to the quality of telephone service, reports that cannot be completed because of a lack of access to customer's premises, subsequent reports, requests for operator assistance in placing calls, requests for busy verification, reports relating to toll private services, special services, customer-provided equipment, and employee reports will not be included. Reports received will be counted and related to the total working lines within the reporting unit in terms of reports per 100 lines.

- b. Measurement. Customer trouble reports received by the utility will be counted monthly and related to the total working lines within a reporting unit.
- c. Reporting Service Level. Six reports per 100 working lines (excluding terminal equipment reports) for units with 3,000 or more working lines, eight reports per 100 working lines (excluding terminal equipment reports) for units with 1,001–2,999 working lines, and 10 reports per 100 working lines (excluding terminal equipment reports) for units with 1,000 or fewer working lines.
- d. Reporting Unit. Central Office entity.
- e. Reporting Frequency. Compiled monthly, reported quarterly for those reporting units at or above the reporting service level for any month in accordance with record retention requirements.

3.4 Dial Tone Speed.

- a. Description. A measure of the adequacy of electro-mechanical or hybrid central office equipment to provide dial tone to the subscriber. Measurements are taken to obtain the percentage of originating busy hour call attempts receiving dial tone within 3 seconds.
- b. Measurement. Measurements are accomplished by utilizing a Dial Tone Speed Recorder, Timed All Trunks Busy Meters, or the equivalent.
- c. Reporting Service Level. 97.4% within 3 seconds.
- d. Reporting Unit. Each electromechanical or hybrid central office entity over 3,000 working lines. Electronic analog and digital central office entities are not reporting units for this index.
- e. Reporting Frequency. Compiled monthly and reported quarterly for those reporting units at or below the reporting service level for any month.

3.5 Dial Service (Service Observing).

- a. Description. A measure of the ability of the equipment to complete a customer-dialed call over the local and toll message network without the call encountering an equipment malfunction and/or all-paths-busy condition.
- b. Methods and Procedures. Detailed methods for the evaluation of calls and the compilation of results are contained in each utility's respective Service Evaluation Practice, a copy of which is on file with the California Public Utilities Commission.
- c. Reporting Service Level. 98.0% for the Home Number Plan Area (HNPA)/Service Area Measurement.
- d. Reporting Unit. Each central office entity over 3,000 lines.
- e. Reporting Frequency. Compiled monthly and reported quarterly for those reporting units not meeting the reporting service level for any month.

3.6 Toll Operator Answering Time.

- a. Description. A measurement of time for the operator to answer toll and assistance calls. A sample of answering interval is taken to obtain the percentage of toll and assistance calls answered within 10 seconds.
- b. Measurement. A sample of the answering interval on toll and assistance calls that is representative of the measurement period using a force administration data system (FADS), or an equivalent measuring device.
- c. Reporting Service Level. 85% answered within 10 seconds. If measurement data of average answering time is used, it will be converted to the percent answered within 10 seconds.
- d. Reporting Unit. Each traffic office handling toll and assistance calls and having an annual average business day call volume of 2,000 or more calls.
- e. Reporting Frequency. Compiled monthly and reported quarterly for those reporting units not meeting the reporting service level for any month.

3.7 Directory Assistance Operator Answering Time.

- a. Description. A measurement of time for the operator to answer directory assistance calls. A sample of answering interval is taken to obtain the percentage of directory assistance calls answered within 12 seconds.
- b. Measurement. A sample of answering interval on directory assistance calls that is representative of the measurement period using a force administration data system (FADS), or an equivalent measuring device.
- c. Reporting Service Level. 85% answered within 12 seconds. If measurement data of average answering time is used, it will be converted to the percent answered within 12 seconds.
- d. Reporting Unit. Each traffic office handling directory assistance calls and having an average business day call volume of 2,000 or more calls.
- e. Reporting Frequency. Compiled monthly and reported quarterly for those reporting units not meeting the reporting service level for any month.

3.8 Trouble Report Service Answering Time.

- a. Description. A measurement of time for the trouble report service attendant to answer trouble report calls. A sample of the answering interval is taken to obtain the percentage of trouble report calls answered within 20 seconds.
- b. Measurement. A sample of the answering interval on trouble report calls that is representative of the measurement period using a force administration data system (FADS), or an equivalent measuring device.

- c. Reporting Service Level. 80% answered within 20 seconds. If measurement data of average answering time is used, it will be converted to the percent answered within 20 seconds.
 - d. Reporting Unit. All centralized service groups which support 10,000 or more lines.
 - e. Reporting Frequency. Compiled monthly and reported quarterly for those reporting units not meeting the reporting service level for any month.
- 3.9 Business Office Answering Time.
- a. Description. A measurement of time for the business office representative to answer business office calls. A sample of the answering interval is taken to obtain a percentage of business office calls answered within 20 seconds.
 - b. Measurement. A sample of the answering interval on business office calls that is representative of the measurement period using a force administration data system (FADS), or an equivalent measuring device.
 - c. Reporting Service Level. 70% answered within 20 seconds starting from December 3, 1992; 75% answered within 20 seconds starting from October 4, 1993; and 80% answered within 20 seconds starting from July 5, 1994. If measurement data of average answering time is used, it will be converted to the percent answered within 20 seconds.
 - d. Reporting Unit. All business offices which serve 10,000 or more lines.
 - e. Reporting Frequency. Compiled monthly and reported quarterly for those reporting units not meeting the reporting service level for any month.

4. RECORDS AND REPORTS

- 4.1 Reporting Units. Service measurements shall be maintained by reporting units. Reporting units will be exchange, plant installation center, central office entity, wire center, traffic office, trouble report service office, or business office as required. The reporting unit for each service measure is defined in Section 3 and summarized in Appendix B.
- 4.2 Reporting Levels. Reporting levels are established by these rules as set forth in Section 3. Service measurements with levels of service not meeting the reporting level in any given month will be considered indications of possible inadequate service. The reporting level for each service measure is summarized in Appendix A.
- 4.3 Reporting Requirements. Reports shall be made to the Commission quarterly of all reporting units providing service not meeting the reporting service level on any measure in any month during the quarter. Summaries of held primary service orders by reporting unit shall be submitted quarterly for each

month during the quarter. Small reporting units will be excepted from reporting on certain service measures as set forth in Section 3 and summarized in Appendix B. Reports shall be filed within 30 days of the end of each quarter. Reports to the Commission of performance not meeting the reporting level shall state the levels of service for each service measure and the months being reported; reports on reporting units for two or more consecutive months shall also include a description of the cause of performance at the reported level, a statement of action being taken to improve service, and the estimated date of completion of the improvements. A sample format is included as Appendix D. A sample format for reporting held primary service orders is included as Appendix C.

- 4.4 Retention of Records. Monthly summary records of service measurements for each reporting unit will be retained for two years. All summary records will be available for examination by Commission representatives during the retention period and special summaries of service measurements may be requested by the Commission.
- 4.5 Commission Staff Investigations. The staff shall investigate, time and resources permitting, every report unit which is reported for six or more consecutive months.
- 4.6 Commission Staff Reports. The staff shall compile and present to the Commission a quarterly report as to the adequacy of telephone service in California. The report shall (a) point out areas where service problems surface repeatedly, (b) discuss utility and/or staff-proposed remedies to the problems, and (c) shall evaluate the utilities' proposed remedies to the problem and if believed to be inadequate, suggest appropriate courses of action. The utility shall retain the right to file comments on the staff's report. In the event of a Commission directive on any particular area, the staff shall prepare the appropriate compliance report.

5. GENERAL ORDER REVIEW COMMITTEE

5.1 Intent.

- a. Purpose. The purpose of the committee is to review the state of the art in telephony, to examine the measurements set forth in this General Order, and to suggest revisions, additions, and deletions to said measurements.
- b. Methodology. The committee shall meet at least once a year; meeting minutes shall be taken and in the event that changes to the General Order are recommended, an appropriate report shall be submitted to the Commission with a suggested course of action.

5.2 Participation.

- a. Commission. The Commission shall be represented on the committee by at least one member of the staff who shall chair the proceedings.
- b. Industry. The telephone utilities shall be represented by individuals or joint representatives.
- c. Public. The public may be represented by any individuals or interested parties knowledgeable in the science of telephony and/or this General Order.

Approved and dated December 3, 1992, at San Francisco, California.

PUBLIC UTILITIES COMMISSION
STATE OF CALIFORNIA

By NEAL J. SHULMAN
Executive Director

Appendix A

Standard Reporting Levels

Service Measure	Reporting Level
Held Primary Service Orders	See Section 3.1
Installation-Line Energizing Commitments	95%
Customer Trouble Reports For Central Office Entity with 3,000 and More Working Lines	6 per 100 lines.
Excluding terminal equipment reports 1,001-2,999 working lines	8 per 100 lines.
Excluding terminal equipment reports 1,000 or Fewer Working Lines	10 per 100 lines.
Excluding terminal equipment reports	
Dial Tone Speed	97.4% within 3 seconds.
Dial Service (Service Observing)	98.0%
Toll Operator Answering Time	85% answered within 10 seconds.
Directory Assistance Operator Answering Time	85% answered within 12 seconds.
Trouble Report Service Answering Time	80% answered within 20 seconds.
Business Office Answering Time	70% answered within 20 seconds starting December 3, 1992; 75% answered within 20 seconds starting October 4, 1993; and 80% answered within 20 seconds starting July 5, 1994.

Appendix B

Record Keeping and Reporting Requirements

Service Measure	Reporting Unit and Minimum Reporting Size
Held Primary Service Orders	Exchange or Plant Installation Center, whichever is smaller
Installation-Line Energizing Commitments	Central Office Wire Center with 250 inward movements/month or Plant Installation Center
Customer Trouble Reports	Central Office Entity
Dial Tone Speed	Each electromechanical or hybrid Central Office Entity over 3,000 lines.
Dial Service (Service Observing)	Central Office Entity over 3,000 lines.
Toll and Assistance Operator Answering Time	Traffic Office handling toll and assistance calls—average business day call volume of 2,000 or more.
Directory Assistance Operator Answering Time	Traffic Office handling directory assistance calls—average business day call volume of 2,000 or more.
Trouble Report Service Answering Time	Centralized group supporting 10,000 or more lines.
Business Office Answering Time	Centralized Group supporting 10,000 or more lines.
Compilation of Data—Monthly	
Frequency of Reporting—Quarterly	
Retention of Measurements—2 years	

Appendix C

Held Primary Service Order Reports

Reports on held primary service orders shall set forth the following:

1. Reporting Unit name and further identification if name does not convey geographic location.
2. Total Telephones in service within reporting unit. This figure may be supplied once yearly as a year-end number.
3. Number of held orders for each month of the quarter.
4. Reason for the held order if carried over 180 days.

Appendix D

Reporting Level Performance Report

Reports on all service measures except held orders shall set forth the following:

1. Reporting unit name and further identification if name does not convey geographic location.
2. Service measure, level, and months being reported.
3. Cause of performance at the reported level if reported for two consecutive months. For installation commitments and customer trouble reports, indicate locations affected if cause is localized within a reporting unit.
4. Corrective action taken and anticipated completion date for (3) above.

